



POSITION DESCRIPTION

Department:	University Housing
Classification Title:	Student Services Professional IV
Working Title:	Assistant Director for Residential Student Experience
FLSA Status:	<input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Exempt
Incumbent:	

Under the general direction of the Associate Director for Residential Student Experience, the Assistant Director for Residential Student Experience is directly responsible for performing highly complex professional Student Services work in reviewing the most difficult individual, group or organizational problems, developing and recommending courses of action, and implementing proposed solutions. The incumbent develops, recommends, and implements comprehensive processes for the Residential Student Experience (RSE) department. The Assistant Director for Residential Student Experience works independently, takes initiative, and contributes broadly to the mission, vision, and values of Residential Student Experience, while assisting the Associate Director with departmental planning efforts and operational oversight.

Assistant Directors serve in the absence of the Associate Directors of the Residential Student Experience. Due to the independent nature of the position, this member is responsible for developing a course of action for all work projects.

Duties and Responsibilities

The following examples illustrate typical work activities and are not meant to be all-inclusive or restrictive:

Essential Job Functions	Daily	90%
<ol style="list-style-type: none"> 1. Provide leadership, collaborate with peers, and serve as the primary resource to the following functional areas: Academic & Educational initiatives, Assessment, Residential Learning Community, Curriculum, Operations, Recruitment & Training, Student Care Follow-up, Community Standards & Leadership. 2. Analyze and conduct studies and surveys of the impact of programs or changes to programs; and prepare reports and provide recommendations based on results. 3. Partner with UH Marketing to communicate initiatives, success stories, and relevant structural changes related to RLC, staffing, and student experiences within your function areas and/or building oversight. 4. Oversee and provide lead work direction to Coordinators of Student Development and collaborate with staff to develop and implement advising programming that best serves the student community. 5. Develop training/development programs and monitor progress for goal and project completion for department direct reports. 6. Oversee all personnel related actions for the department, which may include anticipating staffing needs; selection and training of professional and student staff; providing input for performance evaluations; and arbitrate conflicts that may arise. 7. Serve as a resource by providing oversight and ensure coordination of RLC programs and facilitate regular RLC meetings. 		

8. Ensure proper administration and enforcement of the functional areas of RSE and University policies and procedures.
9. Remain current in theories and research on student development and revise RLC structure and programmatic offerings on a regular basis.
10. Supervise CSDs to effectively plan, implement and assess necessary system wide procedures associated with residential operations.
11. Develop continued learning outcome assessments of RSE and RLC initiatives.
12. Provide resources and support for the activities and programs of RSE and the community.
13. Serve as a member of a 24-hour on-call response team to coordinate crises on campus.
14. Serve as a resource to CSDs for referral and counseling needs, conflict mediation, crisis intervention and appropriate follow-up.
15. Collaborate with campus partners to resolve the most sensitive and complex community and individual conflicts that arise throughout campus housing.
16. Conduct community standards meetings for incidents, as needed, and acts as a review officer.
17. Lead and execute departmental training of professional and student staff members and serve as a resource for CSDs, Graduate Students and Resident Advisor staff for community and educational program development.
18. Monitor the following accounts: Residential Student Experience student assistants, programming, training and orientation, the Corporation Standard Agreements and community council related state accounts.
19. Anticipate and monitor specific needs of individual staff, students and communities, develop a comprehensive response system to address crisis situations and insure suitable follow up.
20. Represents the department on Division and University committees.

Related Job Functions

As Needed 10%

- Perform other job-related duties and special projects as assigned.
- Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.

Required Education, Experience, and Credentials

Education and Experience:

- Equivalent to graduation from a four-year college or university in a related field plus upper division or graduate course work in counseling techniques, interviewing and conflict resolution. Four years of progressively responsible professional student services work experience, which includes experience in advising students individually and in groups, and in analysis and resolution of complex student services problems.

A master's degree in Counseling, Clinical Psychology, Social Work or a job-related field may be substituted for one year of professional experience.

A doctorate degree and the appropriate internship or clinical training in counseling, guidance or a job related field may be substituted for two years of the required professional experience for positions with a major responsibility for professional, personal or career counseling.

- Licenses, Certificates, Credentials: N/A.

Required Skills, Knowledge, and Abilities

1. Demonstrated leadership and supervisory skills with experience working collaboratively in a team environment. Proven success serving in a leadership role.

2. Demonstrated ability to analyze the most complex situations and problems, which do not have precedence and adopt effective and at times creative courses of action.
3. Demonstrated ability to advise and counsel students, faculty and staff, individually and in groups on complex student-related matters; and ability to determine appropriate courses of action and proper techniques to utilize while engaged with individuals in personal interactions of an argumentative or sensitive nature.
4. Ability to analyze and define complex organizational, policy or procedural problems, collect and evaluate data, draw valid conclusions and project consequences of various alternative courses of action.
5. Demonstrated ability to learn, interpret, comprehend, apply and communicate policies, manuals, crisis and emergency response protocol and other written information to effectively perform responsibilities.
6. Demonstrated ability to maintain a high degree of confidentiality with a thorough understanding of confidentiality laws, due process and the community standards process.
7. Demonstrated ability to establish and maintain effective working relationships and communications within a diverse population, strong listening and interpretive skills, and the ability to deal positively with unexpected developments and diverse perspectives in and outside the University.
8. Ability to carry out very complex assignments without detailed instructions.
9. Demonstrated ability to use tact and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.
10. Excellent communication skills: ability to effectively communicate information in a clear and understandable manner, both verbally and in writing and to speak publicly in large groups.
11. Ability to maintain high quality/standards of work, ethics, commitment, and professional responsibility.
12. Thorough knowledge of English grammar, spelling and punctuation.
13. Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
14. Working knowledge of various software applications includes word processing, presentations, spreadsheets, and databases.
15. General knowledge of University and Residential Student Experience procedures and practices related to student services and program.
16. Ability to accurately and conscientiously monitor budget line items and to be accountable for all expenditures.

Preferred Skills and Experience

- Master's Degree in Education or related field.
- Four years of progressive full-time residence life experience post-master's degree.
- Experience supervising professional staff members.
- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.
- Demonstrated knowledge or previous experience working with residential curriculum and RLC based housing.

Special Conditions

- Must be willing to travel for staff recruitment and attend training programs off-site for occasional professional development.
- Must be able to work overtime, occasional holidays, and adjust working hours to meet special jobs. May be called back periodically to perform work as needed on an emergency basis.
- The person holding this position is considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 Revised July 21, 2017 as a condition of employment.

- Must be able to successfully pass a pre-employment background/fingerprint check.
- Must be able to serve on an "on-call" basis evening and weekends throughout the year to provide crisis intervention services.
- Ability to spend intense amounts of time with individual or large student groups.
- Serve as essential campus emergency response personnel as required by the campus and Department.
- Ability to climb five flights of stairs in order to enter individual student rooms.
- This position classification has been defined as "Exempt" and is not subject to the overtime provisions of the Fair Labor Standards Act (FLSA).

INCUMBENT: I have read this position description and understand its contents.

INCUMBENT NAME	SIGNATURE	DATE
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SUPERVISOR: I certify that all statements on this form are complete and accurate.

Kolay Carver, Director of RSE

IMMEDIATE SUPERVISOR NAME AND TITLE	SIGNATURE	DATE
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Juliette Duke, Sr. Director of UH

IMMEDIATE SUPERVISOR NAME AND TITLE	SIGNATURE	DATE
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HUMAN RESOURCES USE ONLY

Employee ID#: _____	REQUEST FOR:	CLASSIFICATION INFORMATION
Position Number: _____	<input type="checkbox"/> Update Review for File	Classification Title: SSP IV
FTE: _____	<input type="checkbox"/> Classification Review	Class Code/Range: 3086
<input type="checkbox"/> Permanent	<input type="checkbox"/> New Position Recruitment	CBID: R04
<input type="checkbox"/> Temporary	<input type="checkbox"/> Replacement Recruitment	MPP Job Code: n/a
<input type="checkbox"/> COI Position		Classifier Initials: AT
Recruitment Number: _____		Date: 4/25/24